

Scottsdale Police Department



2004 Annual Report Scottsdale, Arizona



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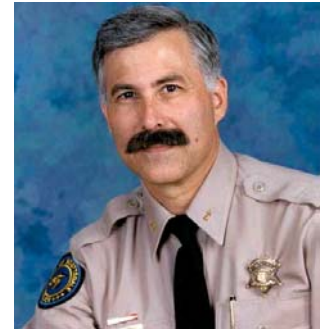
Scottsdale Police Department

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From the Desk of Chief Alan G. Rodbell

It is with great pleasure that I present the 2004 Annual Report for the Scottsdale Police Department. This has been another productive year for our Department and significant in accomplishments. In the year 2004 our organization saw major accomplishments in the areas of crime reduction, community outreach, technology, hiring, and many other specific accomplishments within each work unit. In January of 2004 we also welcomed Deputy Chief Ray Schultz who joined our command staff. Through his leadership, a number of initiatives are underway. This annual report really represents only an overview and snapshot of the many organizational accomplishments and the great commitment of the members of the Scottsdale Police Department.



Significant to note is that many of our accomplishments are outcomes of our strategic plan. This is our second year that we continue to operate, refine, and implement the many strategies identified in our strategic plan. This process has become the means for us to plan and track our progress toward our vision.

Crime Reduction

In the area of crime reduction, we exceeded the Arizona clearance rate average in Murder (100% v. 49%), Forcible Rape (44% v. 29%), Robbery (53% v. 23%), Aggravated Assault (84% v. 49%), Burglary (15% v. 8%) and Motor Vehicle Theft (21% v. 10%). Although we were equal to the State average in Larceny (16%), we were below the average in Arson closures (7% v. 15%). While sexual assaults are slightly ahead of last year's totals, the clearance rate is above national averages at 59%. Our successes continue to be a shared success, from Communications to Patrol to Crime Scene Specialists to Crime Analysis to our Detectives to everyone in between.

The focus for the Patrol Bureau for this year was the emphasis in the residential areas of the City and working closely with other City departments. Members of the Police Department became participants and members of the City's Downtown redevelopment team to assist in meeting the vision for our downtown. Our officers received cross training in the area of neighborhood blight code enforcement strategies with Code Enforcement. Several community days have been sponsored throughout the City and we have increased the number of Neighborhood Watches by over 20. Partnerships have been developed with key businesses and many new school initiatives have started.

This year the Police Department used RICO and Grant dollars to get important Drug and Alcohol Abuse Prevention information into the hands of all Scottsdale Unified School District (SUSD) students and parents. This was a joint effort with our organization, SUSD, Drug Enforcement Agency, Maricopa County Attorneys' Office, Scottsdale Prevention Institute, LINKS Collaborative, and concerned citizens and parents. Plans are being formulated to add a K-12 Drug and Alcohol Abuse Prevention curriculum to the school system. This is a huge accomplishment for this year. This collaboration links our vital role in delinquency prevention with other agencies. We also increased our visibility to the elementary schools this year in all of the Districts.

The Department launched a new initiative of the formation of a "Party Patrol" whereby Officers and Detectives from throughout the Department received advanced training of how to properly identify, investigate and take the appropriate action at large parties involving under age youth who were drinking.

Our Investigative Services Bureau added the review of "cold" cases to their investigative tools in looking for new leads and immediately yielded positive results. A cold homicide case from 1996 was presented to the US Attorneys' Office for prosecution and an unidentified murder victim whose skeletal remains were found in 1985, has been tentatively identified through a new forensic sketch and DNA analysis.

The Domestic Violence Unit concentrated on repeat offenders thus the number of repeat occurrences of domestic violence has declined throughout the past year. Personnel from our organization were also instrumental in working on the training component of new statewide protocol for officers investigating domestic violence related crimes.

The Burglary Unit had a very successful year working numerous high-volume cases. Investigating over 2000 cases, they have been able recover over \$8.5 million dollars (37%) in stolen property.

The Auto Theft Unit conducted numerous VIN etching opportunities throughout the community, regularly meeting with car dealerships both new and used. They regularly deployed the three Bait vehicles in an attempt to identify auto thieves. During the year over \$7.8 million dollars in stolen vehicles were recovered, over 80% of the total value stolen. Detectives are using advanced DNA technology to identify the offenders and present completed cases to the County Attorney for prosecution.

The Fraud Unit this year started the initial beginning of the cyber-crimes unit through the selection of detectives and working with the Arizona Department of Public Safety to enable staff to become certified in computer forensics.

The Intelligence Unit responded to a significant community concern over the illegal operations of massage parlors and has become a national leader in conducting investigations into Chinese massage parlors. Detectives continue to work on an international level in investigating these crimes. Also, our Narcotics Task Force and Drug Enforcement units were busy this year and assisted federal and state law enforcement personnel with the conclusion of a two-year, DEA led investigation of a drug trafficking and transportation organization. Since the beginning of 2004, this task force has opened 28 investigations, seized 7,346 lbs. of marijuana, 14lbs. of methamphetamine, \$546,025 in U.S. currency, 6 vehicles including two tractor trailers, 6 guns, 4 pieces of body armor and has made 39 arrests.

In support of crime reduction from the Administrative Services Bureau, the Forensic Services Division received an Arizona Criminal Justice Commission grant of \$76,000 for trace evidence examination instrumentation. The Lab application for the NIJ "No Suspect Casework DNA Backlog Reduction Program (FY2003)" grant was accepted and awarded for the amount of \$224,311. There were 17 suspects identified through the use of CODIS (Combined DNA Index System) in the DNA unit this past year. We also added two new Crime Analysis Technicians to our Crime Analysis Unit, enabling them to re-institute the Unit's weekly Hotspot Bulletin. Multiple crime series and leads have been identified resulting in arrests and clearance of interrelated cases. In our Communications Division, two new 911 workstations were installed allowing for an increase in the number of dispatchers able to answer phones and increase our resources and opportunities to train new dispatchers. Communications realized a 10% reduction in overtime expenditures without compromising service while processing almost 350,000 calls in the first 11 months. During 2004, 92.8 % of 911 calls were answered within 10 seconds.

Community Outreach

A significant accomplishment in the area of community outreach is the Department's outreach effort with the Hispanic community. Identified in the strategic plan, we held a Hispanic Forum this year to identify and address the needs of this targeted community. Citizens and employees came together to offer suggestions that will become strategies as part of our Strategic Planning process.

So much of what we do supports our Community. We opened ourselves to support a number of Charity events throughout the year. The Holiday bike ride sponsored by our Bike Unit for Vista Del Camino's food bank was a huge success and attended by many City employees, including the City Manager. This event was culminated by a large donation from the Fraternal Order of Police. This event and the Police Officers of Scottsdale Association Shop-With-A-Cop, brought joy to many families. In addition we raised over \$6,400 for Special Olympics with Tip-A-Cop and the Torch Run, \$1,860 was raised by our Police Aide Tracy McLaughlin alone. We also had individuals from our Records Unit, Communications, and Planning participate in the annual Lee Denim Day fund-raiser towards breast cancer. These units raised donations of over \$300 in one day.

G.A.I.N. night continues to be very successful and supported greatly from our community, many City departments, and businesses.

A special thanks to all of the volunteers who continue to support us in our community initiatives and in the daily work that you perform in our offices. In addition, a special thanks to our Citizen Police Academy Alumni of Scottsdale (CIPAAS) for their continued support. This year they held their first, of what I hope will be an Annual Golf Tournament. Through calendar and badge sales, and the Golf Tournament they raised money to support our Youth Charities, including support for our Explorer Post.

Speaking of our Explorers, we continue to be very proud of them. They supported the K9 Trials and raised over \$800 for the K9 Association. They have taken top honors at both the Chandler and Greeley, Colorado Conferences. Thanks and appreciation goes out to the Post Advisors for their willingness to work with these young folks, who I hope will one day be our fellow employees.

Technology

Identified as one of our top priorities, we made significant strides in our efforts to move ahead with our technology initiatives. The most significant accomplishment this year was the first step to improve our technology by awarding a contract for the first phase of the police integrated computer project. We completed and finalized the RFP evaluation process, contract development and awarded a contract to Intergraph. The beginning of the first phase of this project will be the implementation for our CAD and mobile operations in the field.

Personnel

Personnel hiring remains an organizational priority. Staff from the Personnel Division initiated a process to closely examine each step of the hiring process in an attempt to streamline the entire process. The Recruiting Unit is utilizing radio ads, local advertising, as well as National advertising in order to attract qualified applicants to Scottsdale. SPD now tests monthly for officer positions and every other week for dispatchers. Personnel is offering additional practice tests and one-on-one coaching for potential applicants practicing for the state physical agility examination.

The results of the City's 2004 Citizen Survey showed that citizens gave high marks to Scottsdale's quality of life and City services. Citizens indicated that they felt safer from violent and property crimes and have a more favorable view of the direction of City government. Members of the Scottsdale Police Department deserve the credit and the thanks for a job well done. I know I haven't recognized all the great work that was accomplished this year by every member of the organization. Rest assured, I value all of the work on the streets and behind the scenes that assure our success and continue to keep our City safe.

In 2004 we remember those of us who served in the Armed Forces, PA Julie Ferguson, Officers Cody Dikeman, Kip Schlum and Tim Wattier. We appreciate what they are doing for all of us.

Sincerely,



Alan G. Rodbell
Chief of Police

Mission Statement

The Scottsdale Police Department in partnership with the citizens of Scottsdale, recognizes the changing needs of our community and law enforcement's role in addressing those needs. Furthermore, we pledge Excellence, Initiative and Integrity to enhance the quality of life throughout the city, knowing those we serve deserve no less.

Scottsdale At A Glance for 2004

Scottsdale Statistics

Year of Incorporation	1951
City Budget	\$329,692,687.00
Police Department Budget	\$61,431,687.00
Sworn Officers	361
Civilian Employees	215
Total Calls For Service	276,583
Population	223,181
Area Covered by SPD	184.5 square miles

Scottsdale Crime Clock

	2004	2003	2002	2001
One murder occurs every	91 days	61 days	365 days	41 days
One aggravated robbery occurs every	3 days	2 days	2 days	2 days
One sexual assault occurs every	6 days	6 days	6 days	7 days
One aggravated assault occurs every	1 day	1 day	1 day	1 day
One violent crime occurs	19 hours	18 hours	18 hours	14 hours
One motor vehicle theft occurs	7 hours	6 hours	6 hours	6 hours
One burglary occurs	4 hours	4 hours	3 hours	3 hours
One theft occurs	2 hours	2 hours	2 hours	2 hours
One property crime occurs	58 minutes	55 minutes	54 minutes	56 minutes
One violent or property crime occurs in the City of Scottsdale every	55 minutes	52 minutes	52 minutes	53 minutes

Emergency Response Time – All Calls

	2004	2003	2002
District 1	4.8 minutes	5.2 minutes	5.6 minutes
District 2	6.3 minutes	6.0 minutes	6.5 minutes
District 3	8.3 minutes	7.8 minutes	7.8 minutes
Citywide	6.0 minutes	6.0 minutes	6.3 minutes

Scottsdale Police Command Staff

Alan G. Rodbell

Chief of Police



Member, International Association of Chiefs of Police

Member, Federal Bureau of Investigation Academy Associates

Member, Arizona Association of Chiefs of Police

Member, East Valley Chiefs of Police Association

John Cocca

Deputy Chief of Uniformed Services



Member, International Association of Chiefs of Police

Member, Arizona Chiefs Association

Member, FBI National Academy Arizona Alumni Association

Member, Scottsdale Leadership Alumni

Raymond Schultz

Deputy Chief of Personnel Development/Investigative Services



Member, International Association of Chiefs of Police

Member, FBI National Academy Associates, Arizona and New Mexico

Member, Arizona Chiefs Association

Board of Directors, Arizona National Council for Community and Justice

Helen Gandara-Zavala

Director of Administrative Services Bureau



Member, National Association for Women Law Enforcement Executives (NAWLEE)

Member, City of Scottsdale Technology Board

Member, City of Scottsdale Criminal Justice Technology Team

Member, Scottsdale Diversity Advisory Committee

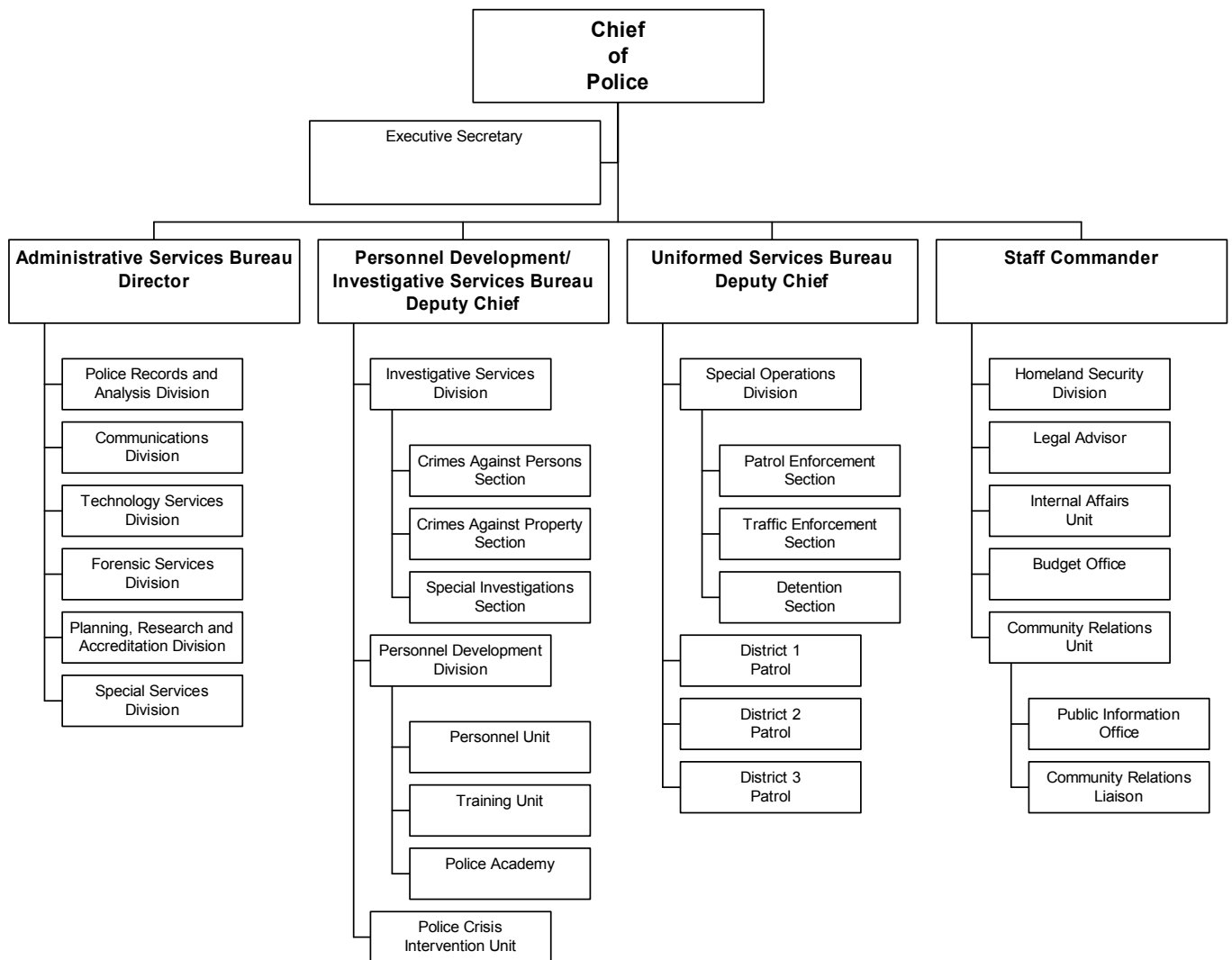
Member, Community Celebrating Diversity Committee, Planning Committee, MLK Celebration

Member, Conexiones LINKS Collaborative
Member, Mujer, Inc.

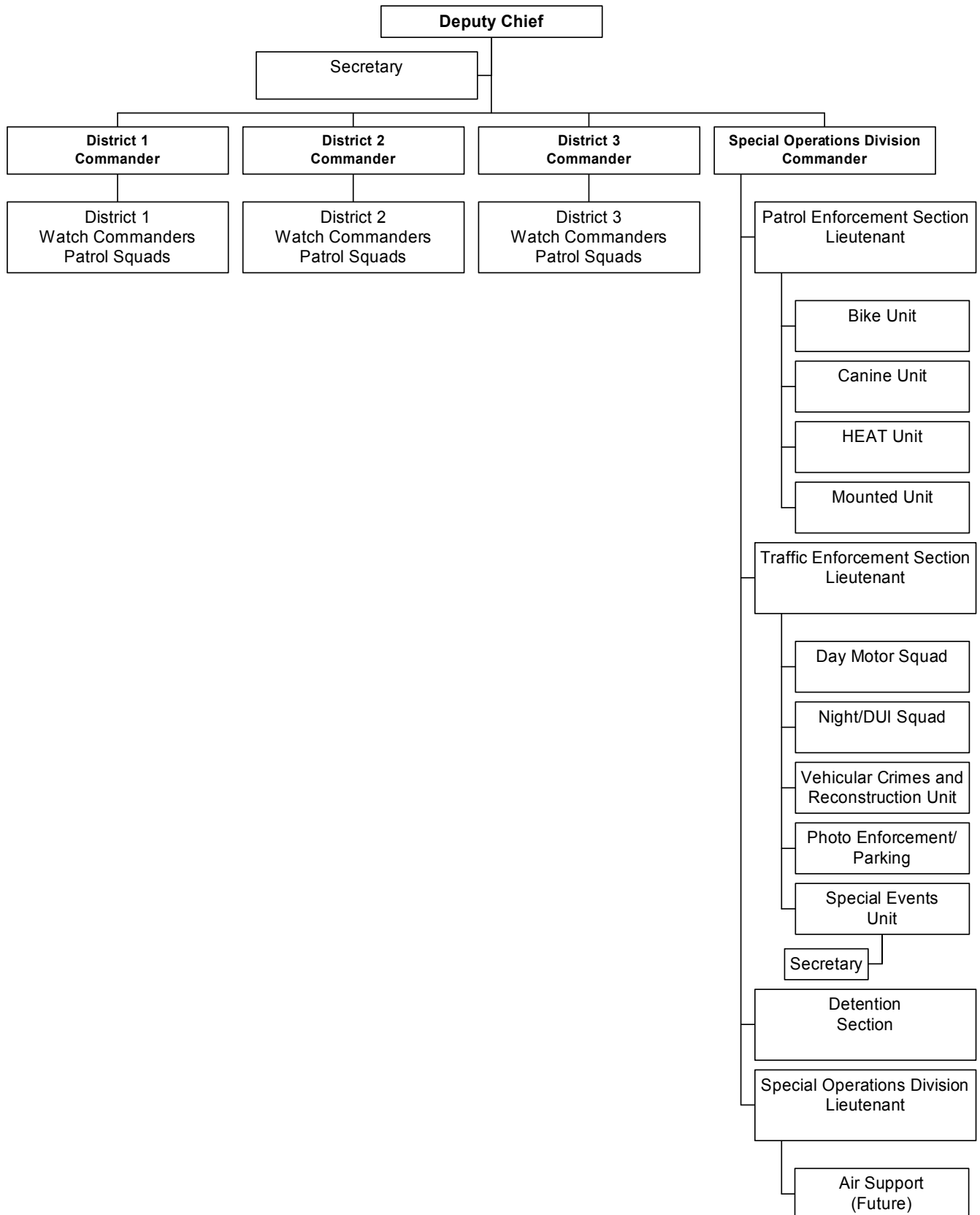
Graduate, Scottsdale Leadership



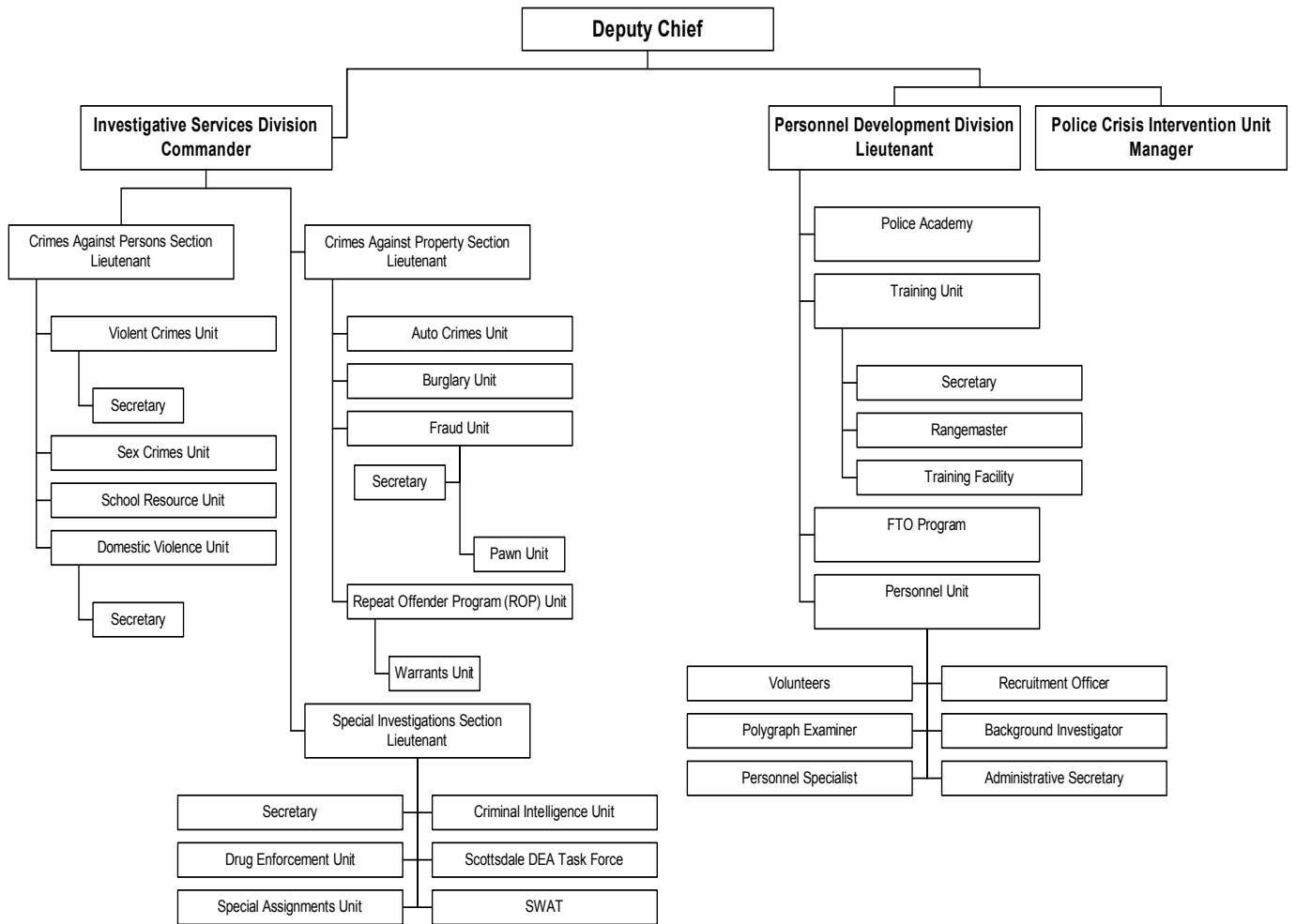
Department Organization



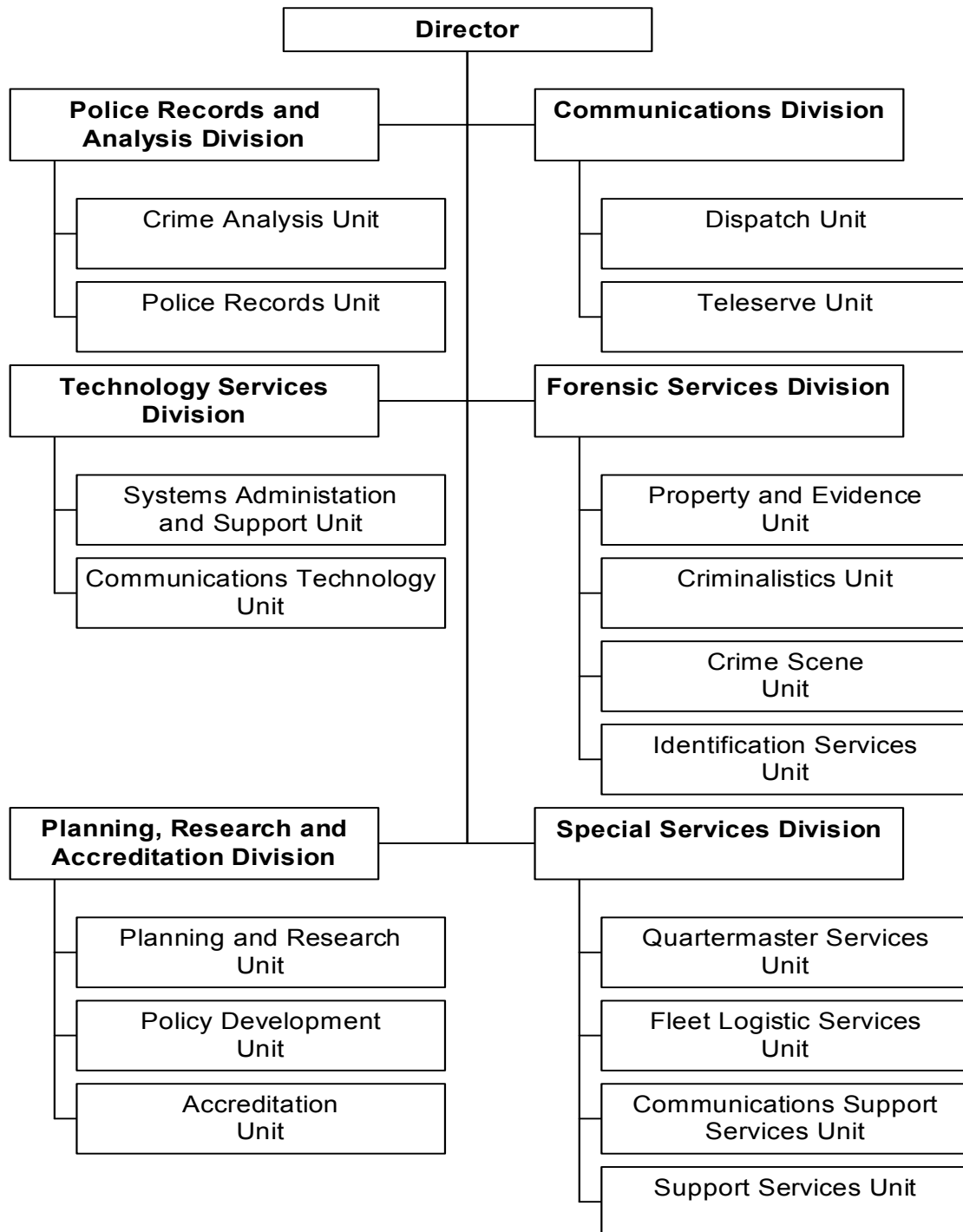
Uniformed Services Bureau



Personnel Development/Investigative Services Bureau



Administrative Services Bureau



Awards and Recognition

Chief's Award of Excellence

Police Supervisor of the Year	Sergeant Jim Butera
Civilian Supervisor of the Year	Kay Smith
Patrol Officer of the Year	Officer Damien Mendoza
Special Assignment Officer of the Year	Detective Tom Van Meter
Rookie Officer of the Year	Officer Ramsey Campbell
Police Aide of the Year	Police Aide Kelsey Stephens
Civilian Employee of the Year	Barb Racine
Volunteer of the Year	Toni Kuhl
Trainer of the Year	Officer Jason Glenn
Special contribution to the Agency's Future (tie)	Lieutenant Frank O'Halloran
Explorer of the Year	Sergeant Jimmy Wasson
Team Award	Matt Carlson
	ISO Team (Investigative Support Officers)
	♦ Officer Scott Dersa
	♦ Officer George Gollihar
	♦ Officer David Jansen
	♦ Officer Greg Jimenez
	♦ Officer Mark Johnson
	♦ Officer Guy Milanovits
	♦ Officer Patrick Mitchell
	♦ Officer Tom Myers
	♦ Officer Matt Rigberg
	♦ Police Aide Monique Jazwin

Critical Response Awards

Sergeant Bryan Brown, Bike Unit	Officer Rick Royston, Traffic Unit
Officer Craig Abernethy, Bike Unit	Officer Mark Cristiani, Patrol
Officer Chet Anderson, Bike Unit	Officer Matt Rigberg, Patrol
Officer Ron Gorski, Bike Unit	Officer Tom Myers, Patrol
Officer Mark Johnson, Bike Unit	Officer Darius Taylor, Patrol
Officer Jason Kibsey, Bike Unit	Sergeant Denny Morris, Patrol
Officer Craig Malley, Bike Unit	Officer James Peters, Patrol
Officer Jeromie O'Meara, Bike Unit	Officer Cody Dikeman, Patrol
Officer Kevin Watts, Bike Unit	Officer Ben Hoster, Patrol

Life Saving Award

Officer Gerry Rollings
Officer Doug Montgomery
Communications Dispatcher Jennifer Dudley

Meritorious Service Award

Sergeant James Dear
Officer Todd Larson
Officer Danny Garcia, Sr.

Award of Valor

Officer Mark Walther
Officer Ron Windsor

IACP/Dupont Kevlar Survivors Club Award

Officer Gary Sheldon
Officer James Peters
Officer Deanna Jensen (Retired)

Office of the Chief

- ◆ [Budget Office](#)
- ◆ [Community Relations Unit](#)
- ◆ [Internal Affairs Unit](#)
- ◆ [Homeland Security Division](#)



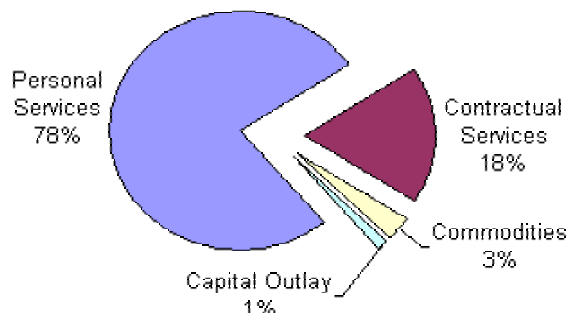
Budget Office Manager Holly Christian

The highlights for the year include:

1. Implemented the voter approved Public Safety Sales Tax within the Police Department to supplement public safety services and capital needs. The Adopted FY 2004/05 Budget included 42 positions (39 sworn, 3 civilians). Forty-one positions were funded from the new tax and 1 position (Canine Officer) was supported by the General Fund. The Public Safety Tax positions included:
 - a. **District 1 Downtown Patrol** - 10 officers, 2 sergeants, 1 lieutenant
 - b. **Traffic Enforcement** - 7 officers, 1 sergeant, 1 criminalist, and 1 support specialist;
 - c. **Park & Preserve Patrol** - 7 officers and 1 sergeant;
 - d. **Vice Enforcement** - 2 officers
 - e. **Computer Crimes** - 6 officers and 1 sergeant
 - f. **Municipal Security** - 1 security technician
2. Administered 21 grants totaling \$732,000 from federal and state agencies for equipment ranging from emergency preparedness supplies to traffic safety equipment.
3. Applied for and received \$40,317 Local Law Enforcement Block Grant to purchase tasers for patrol personnel.
4. Successfully passed a Juvenile Accountability Incentive Block Grant multi- year financial audit with no audit concerns noted. Also successfully passed a program review of the Cops In Schools grant program by the U.S. Department of Justice Office of the Comptroller.

	Actual 2002/03	Adopted 2003/04	Adopted 2004/05	% Chg PY Adp
Personal Services	\$33,709,276	\$43,767,752	\$47,251,824	8%
Contractual Services	\$ 7,849,886	\$ 9,986,840	\$11,330,306	13%
Commodities	\$ 929,921	\$ 1,057,430	\$ 1,943,707	84%
Capital Outlay	\$ 79,543	\$ -	\$ 905,850	100%
Total	\$42,568,626	\$54,812,022	\$61,431,687	12%

**Adopted FY 2004/05 Budget by
Expenditure Type**



Community Relations Unit

Community Liaison Officer Chris Vassall works out of the Office of the Chief and is responsible for all public relations programs both within the department and the community.

The Community Relations Unit organizes and coordinates two Citizen Police Academy classes per year. The Citizen's Police Academy is a 12-week course designed to educate the public on the duties and responsibilities of the all aspects of policing. The spring session runs March thru May and the fall session runs September thru November.

The unit is also responsible for organizing and coordinating a Teen Police Academy once a year. The Teen Police Academy is for youth 15-17 years of age who may be interested in a law enforcement career. The week long academy is held every June and is run more like a real police academy where recruits wear uniforms, participate in daily physical fitness, and have a more hands-on approach to policing.

Several other responsibilities of the unit include, organizing and coordinating all promotion and retirement ceremonies within the department, organizing and coordinating the Chief's Awards of Excellence yearly, hosting outside police agency training in the city, acting as liaison for business leaders and groups to organize speaking engagements for the department, assisting the Chief of Police and Command staff on a variety of assignments, assigned as an advisor for the 907 Club (the women's police auxiliary), and an advisor for the Citizens Police Academy Alumni of Scottsdale (CiPAAS) organization.

CiPAAS partnered with Scottsdale Police to produce the 2004 Scottsdale Police Calendar. The calendar was a huge success, and \$3,150.00 was donated to the Scottsdale Police Department for youth related programs.



Cover photo of the 2004 Scottsdale Police Department Calendar

Internal Affairs Unit Commander Burl Haenel

The Internal Affairs Unit accepts, assigns, tracks and investigates internal and external complaints regarding employee misconduct.

The Scottsdale Police Department thoroughly and objectively investigates all complaints against its employees in order to preserve public confidence. All Investigations are conducted in a fair and expeditious manner in accordance with department, state, and federal laws and regulations. In most cases, the supervisor of the employee conducts an inquiry into the alleged misconduct. The Internal Affairs Unit conducts and prepares investigations of all serious allegations.

Any person who witnesses or has direct knowledge of police employee misconduct may lodge a complaint with the Internal Affairs Unit. The department will investigate any employee actions that are contrary to department policy, are a violation of city, state, or federal law, or involve the use of excessive force or discourteous treatment.

The Internal Affairs Unit also accepts commendations of Scottsdale police employee conduct as it relates to the performance of their duties. Commendations are forwarded through the Office of the Chief to the employee, with a copy placed in the employee's personnel file. Although police employees do not expect to be thanked for everything they do, recognition of exceptional service is always appreciated.

2004 Statistics

• Total # of internal investigations.....	120
• Number of internally generated complaints	104
• Number of Externally generated complaints	16
• Vehicle Collisions	53
• Employee at fault collisions	27
• Pursuits	6
• Out of policy pursuits.....	0
• Excessive force complaints	1
• Excessive force complaints sustained	0

Homeland Security Director Marc Eisen

The Office of Homeland Security is responsible for Homeland Security preparedness planning and grant acquisition, facilities security planning and administration of City security guard contracts, City facility access control, Public Safety capital projects, administration of the Emergency Management agreement with Maricopa County, administration of the False Alarm Reduction Program, Major Emergency Response planning and Business Continuity planning for the City of Scottsdale, facility capital project planning/construction for Fire and Police Departments, acquisition of Federal Grants for Disaster/Weapons of Mass Destruction training/equipment, emergency drills for City departments, workplace violence and security planning and Incident Management training for the police and other City departments. The office also provides oversight for the City Rural/Metro contract for fire and emergency medical services.

2004 Statistics

- ♦ Exception reports filed4,476
(an exception report is filed when Rural/Metro is over the time limit allowed for response.)
- ♦ Disaster drills completed.....3
- ♦ Work areas inspected by the City Workplace Safety Task Force13
- ♦ False alarm calls11,246

Community Emergency Response Team



The CERT Program was designed by the Los Angeles Fire Department in the early 1980's to help deal with the aftermath of earthquakes when Fire/EMS resources were stretched too thin. Trained CERT members were able to help stabilize and offer assistance to damaged neighborhoods until fire and police resources were available.

The vision of the CERT Program in Scottsdale is information, and training is provided for our citizens to be able to help themselves, family and friends, and/or neighborhoods in a crisis. Because we live in a mild climate, with stable geology, and no specifically identified target for terrorism, our citizen's CERT skills are for their own use. We have advised them to not work beyond their training and to only assist in police and/or fire activity when specifically asked to do so.

CERT is part of President Bush's "Citizen Corp" initiative, (created after the tragic events of September 11, 2001) along with Neighborhood Watch, Volunteers in Policing, and the Domestic Medical Assistance Teams (just beginning to form in Maricopa County). This is a national rally to get people involved in preparing themselves and that's a good thing. Our goal will be to train about 75 to 100 citizens a year.



First Scottsdale CERT Class Graduates

The Scottsdale Police Department and Rural Metro Fire Department instructors have graduated 150+ citizen CERT participants. They went through training and learned Emergency Preparedness, Fire Suppression, Emergency Medical Operations, Light Search and Rescue, Disaster Psychology and CERT Scene Management, and Terrorism. To receive certification, they were required to demonstrate their newly learned skills in a series of scenario-based exercises. Everyone did well and felt the class was very beneficial in giving them some basic preparedness information and skills.

Much thanks to our great group of instructors: Gary White, Eric Williams, Greg Carlin, Kory Sneed, Kathleen Stamatis, Veshiem Walther, Mike Clark (Rural Metro) and to our program administrators: Dave Jones, and Joseph Early (Rural Metro). The program is a huge success due to the dedication of these individuals. We would also like to thank the members of the Fire Support Unit who assisted with the program,

**Emergency Safety and Preparedness
(ESAP)**

The ESAP Team is comprised of 35 members and represents all of the city departments. It was developed to train a core group of people who could take the information they learned back to their respective offices and who could also be in charge of helping build the city’s resumption plan. All ESAP team members completed the CERT training program.

Municipal Security Program

The Municipal Security program, under the lead of coordinator Dan Porter, is responsible for the physical security of city offices, facilities, employees, and visitors. This includes the operation and maintenance of facility access control, intrusion detection, panic alarm, and surveillance systems. Additionally, he administers the city-wide contract for security guard services. The current contract encompasses over 65,000 guard hours per year. Municipal Security is also responsible for the design, development and installation of physical security measures and systems at new and existing city facilities, as well as the development of security programs and policies affecting city facilities and employees for violence in the workplace/safety issues.

Municipal Security conducts training on such areas as workplace violence prevention, workplace safety and personal awareness, entry control point screening, and safe mail handling practices.

The Municipal Security Coordinator is a member of the American Society of Industrial Security, and the Association of Threat Assessment Professionals.

2004 Statistics

- ♦ Workplace Violence Cases Investigated 14
- ♦ Site security assessments 12
- ♦ Workplace safety/security trainings 8

Alarm Enforcement Program

Alarm Coordinator Gary White works with citizens, alarm companies and the police department in administering the alarm enforcement program in accordance with the City’s alarm ordinance. The Alarm Coordinator organizes the Alarm Awareness School, develops and monitors prevention strategies, prepares ordinance revisions, public educational materials, brochures and training guides, and revocation and waiver letters. The Alarm Coordinator also makes personal site visits to companies and residences who are experiencing excessive amounts of alarm activation.

The Alarm Coordinator is a member of the Arizona Burglar and Fire Alarm Association and serves as the liaison between the police department and alarm companies.

One of the leading challenges of the program is dealing with the number of false alarms and educating alarm users. Alarms were originally designed to protect lives and property. Properly installed, used, and maintained,

alarms are a real asset. When misused, they become a liability. The police department responds to alarm calls; however, false alarms waste precious tax dollars and divert public safety officers, including the Fire Department, from emergency situations. False alarms do not reduce crime and can cause a certain level of complacency. They also increase the liability and endanger the safety and welfare of the public, responsible parties, and responding police agencies.

2004 Statistics

♦ Known alarm users	28,095
♦ Alarm calls for service.....	18,042
♦ False activations	11,246
♦ Cancelled alarm calls for service.....	5,955
♦ DRs created from alarm calls	159
♦ Average alarm calls for service per day	49.43
♦ Alarm classes presented	10
♦ Citizens attending alarm classes	90

For information on the alarm enforcement program, the alarm ordinance or the Alarm Awareness School, contact Scottsdale Police Department Alarm Coordinator Gary White at (480) 312-5087.

Uniformed Services Bureau

- ◆ [District One Patrol](#)
- ◆ [District Two Patrol](#)
- ◆ [District Three Patrol](#)
- ◆ [Special Operations Division](#)



(Photo provided by Officer Patrick Hinsberg)

DISTRICT ONE PATROL Commander David Marshall

District One is a unique and very diverse part of the city. It includes ethnically diverse neighborhoods representing traditional cultures of the Southwest and is a blend of residential, retail, entertainment and arts communities. District One encompasses the portion of Scottsdale south of Chaparral Road and shares borders with the cities of Phoenix, Tempe and the Salt River Pima-Maricopa Tribal community and comprises approximately 11.5 square miles.

New District Community Event: District One began 2004 with a new event. The Open Air Events New Year's Eve Block Party in the downtown entertainment district drew 7,000 revelers to the area. This was a new challenge for policing, and due to the hard work, cooperation and pre-planning by the sponsors with the Police Department, the event was held without significant criminal acts or public disorder.

Revitalization Projects and Partnership with Code Enforcement: During 2004, this area of the city continued to see significant revitalization projects in the residential and business communities. Personnel assigned to District One are invested in the community and actively participate in the revival efforts. To assist the City's efforts in revitalization of the older residential neighborhoods, all patrol personnel received training in the identification of City Code Violations related to blight and degradation of neighborhoods, and all Code Enforcement Inspectors were given the authority to enforce removal of stored/abandoned vehicles on the street. Police and Code Enforcement personnel now support each other in the enforcement of these violations aimed at keeping neighborhoods an attractive and viable place to live.

District Crime Prevention: District One personnel were actively involved in on-going crime prevention, community education and enhancing public safety. In March, a Public Safety Day event was held in the Vista Del Camino community, with crime prevention information made available by the District One Crime Prevention Officer, detectives and traffic officers, along with displays by the SWAT team and Mounted Unit. Free gun locks were also provided.



Vista Del Camino Public Safety Day

Downtown District: As a preliminary step to ensuring the policing needs keep pace with the revitalization of the Downtown entertainment and tourist district, a Lieutenant and two additional squads of officers were acquired with the passage of the Public Safety Tax in May. Their deployment in the downtown area will allow existing officers to devote more time and community policing efforts in the residential areas of the district. Our

goal is to establish the downtown area as it's own patrol district to coincide with the significant residential, commercial and retail redevelopment taking place over the next five years.

Public Safety Lockboxes: In October, District One personnel partnered with the Scottsdale Association of Realtors and began providing free public safety lockboxes to homebound seniors and limited mobility residents. These lockboxes provide emergency access for police and fire first responders without having to force entry into the home. This is an ongoing program that had provided over one hundred lockboxes in the last two months of 2004 alone.

Community Involvement: Patrol officers and police aides within District One were actively invested in their communities, both with community policing and enforcement initiatives. Beat officers were involved as part of the community in the Paiute neighborhood, a primarily Hispanic community. Officers participated in the annual Cinco de Mayo community celebration side-by-side with residents and participated in a community clean-up effort. Patrol officers completed several significant investigations and arrests during the year relative to residential burglary, armed robbery and carjacking by repeat offenders.

DISTRICT TWO PATROL

Commander Michael Rosenberger

Each month District Two identifies its top priorities related to crime and traffic concerns and develops strategies documented in formal action plans to address these priorities. The following were priority projects for District Two personnel in 2004:

- ♦ Buzz Nightclub (Continued into 2005)
- ♦ Beat 8 Heroin Sales (Continued into 2005)
- ♦ Scottsdale/Shea Property Crimes (Continued into 2005)
- ♦ Scottsdale/Chaparral Hotel Burglaries

District Based Bicycle Officers: The SPD Bike Unit formally trained several District Two officers for bicycle enforcement through the IPMBA training course. This gave District Two a district-based bicycle capability, which is used as a resource when needed in addressing district crime concerns.

New Officer in Charge Training Program: As part of the District's efforts to further develop the skills of our personnel, District Two initiated a new training program to formally train squad OIC's in the duties required of a sergeant. Utilizing the sergeant FTO training outline, officers were formally instructed on sergeant duties so they can more effectively manage the squad in the sergeant's absence. This also allows aspiring supervisors the opportunity to learn in greater detail the expectation of being a sergeant.

District Crime Prevention: In 2004 the department crime prevention function was decentralized with a Crime Prevention Officer assigned to each District Commander. Officer Mark Ruffennach assumed this role for District Two. Officer Ruffennach is integrally involved in the District crime prevention efforts by helping to identify emerging crime trends and patterns, setting district priorities, and developing strategies to address these concerns.

In an effort to enhance our formal crime prevention capabilities, a cadre of district officers and police aides were formally trained in advanced crime prevention techniques. These employees are now a resource to the crime prevention office to help address the burgeoning demand for crime prevention and safety information from our community.

Thirty-eight new neighborhood watch programs were initiated in 2004, giving the district a total of ninety-seven.

The department's participation was implemented in the national "Citizen Observer" program that facilitates direct communication via fax, email, and pager with residents and businesses to disseminate crime information.

A personal safety awareness brochure was developed, entitled "*Are You Ready?*". The brochure educates individuals on steps to avoid being victimized and tips on how to be a better witness.

District personnel participated in ten "Getting Arizona Involved in Neighborhoods" (G.A.I.N.) events that were attended by over seven hundred citizens.

Partnership with District Hotels & Resorts: Two hotel crime prevention/safety seminars were hosted in partnership with area resorts to provide timely crime prevention information to the hotel industry and strengthen our on-going community partnership.

District Newsletter: A monthly newsletter was initiated in September 2004 to provide crime prevention information and district news to our community.

Community Safety Fair: A Public Safety Day was conducted in partnership with the Salt River Pima-Maricopa Indian Community, providing residents of both communities with crime prevention and safety information. The fair included displays of police equipment, VIN etching, child fingerprinting, and crime prevention literature and displays.

District Two Personnel Recognized: Officer Damien Mendoza was recognized with the Chief's Award for Officer of the Year and Police Aide Kelsey Stephens for Police Aide of the Year for their work in District Two in 2004.

New Partnership with Code Enforcement: Lt. Ernie Anderson facilitated a new partnership with the Code Enforcement Division to integrate police employees in an enhanced role in the enforcement of code violations. This initiative was a critical component in the City's overall revitalization efforts of Scottsdale neighborhoods. Every police officer and police aide was trained to recognize and document certain code violations. These violations are now tracked using a new computer program linked between the Police and Code Enforcement.

DISTRICT THREE PATROL

Commander Sean Duggan

The monthly "top priorities" for the District were identified to effectively focus our resources and attention: By utilizing crime analysis data, community input and police observation, we created a system to identify top priorities in the District. District-based action plans were developed to address each top priority.

2004 Top Priorities

- ♦ Promenade burglary action plan
- ♦ DC Ranch burglary action plan
- ♦ Extended Stay property crimes action plan
- ♦ Cactus Park criminal damage action plan
- ♦ Construction sites burglary action plan
- ♦ Pima/Scottsdale Roads traffic safety action plan
- ♦ Beat 17 property crimes action plan

Crime Prevention De-centralization: The crime prevention function underwent a complete overhaul and expansion with the decentralization of the former crime prevention unit in June 2004. The crime prevention function is no longer limited to the concepts of home and personal security. It now incorporates strategic crime prevention and planning. Crime prevention officers play an integral role assisting District Commanders and lieutenants in identifying top priorities in the District through crime data analysis, community input and police observation. Crime Prevention Officers are responsible for developing prevention and problem solving strategies to be incorporated in action plans designed to address top priorities within the District.

The department's first electronic community newsletter was launched in District 3 in August. The newsletter provides monthly crime prevention tips as well as updates on police–community issues and reaches thousands of members of the District 3 community.

Construction Site Burglary Brochure: As part of our construction site burglary action plan, CPO Eric Williams created a new construction site burglary prevention brochure that was made available to all construction permit applicants. The brochure outlines burglary prevention tips specific to construction sites and is distributed to applicants/contractors by Planning Department personnel at One Civic Center. The brochure is also available on line.

Cross Border Networking Program: All District 3 supervisors completed a cross border-networking program with their peers in adjoining jurisdictions. In an attempt to remove barriers and to ensure an effective and efficient flow of information during critical incidents, all District 3 supervisors (sergeants, lieutenants and commander) met with their counterparts from Phoenix Police Desert Horizon Precinct and Maricopa County Sheriff's Office District 4. The networking program is an on going requirement for all District 3 supervisors.

REACH (recognizing excellence and community heroes) School Program:

District 3 and Cold Stone Creamery teamed up to recognize outstanding achievement in local elementary schools. The school initiative was designed to help foster positive interaction between local police officers and elementary school students. The REACH program enabled the police to create an atmosphere where officers could visit elementary schools and reward students with the coveted REACH t-shirts and Cold Stone ice cream coupons. Recipients were selected by their respective schools in recognition of their outstanding achievements.

Community Safety Fairs: District 3 hosted/participated in 19 community safety fairs in 2004. We co-hosted our largest event in October with Phoenix Police Desert Horizon Precinct at Kierland Commons. Safety fairs provide community members with a variety of crime prevention material such as, vehicle VIN etching, neighborhood watch information, gun safety material, child fingerprinting and safety seat inspections.

Airport Watch Program: CPO Eric Williams started an airport watch program at Scottsdale Municipal Airport in October. Airport Watch trains airport users and employees to be more aware of their surroundings and to look for and report unusual and suspicious activity.

Your Views Count Community Survey: District 3 conducted a survey of leaders in the community in order to obtain input on the quality of policing in the District. A questionnaire was prepared to measure our performance and to determine the public's view on a variety of issues. The results of the survey served as a guide when determining our 2005 operational goals.

New Burglary Prevention Pamphlet: In response to increasing property crimes, we developed a new burglary prevention pamphlet intended to address the fact that over 70% of residential burglaries in District 3 are unforced. The pamphlet contains five basic prevention tips as well as a home security checklist. All District 3 personnel received basic CPTED (crime prevention through environmental design) training in November.

Neighborhood Watch: Started 20 new neighborhood watch programs in the District for a total of 74.

Special Olympics: District 3 Police Aide Tracy McLaughlin raised money for the Law Enforcement Special Olympics Torch Run by holding yard sales from April until the weekend before the run. This, along with donations from friends and co-workers, enabled her to raise \$1860 for the Special Olympics Torch Run.

District Based Bike Officers: District-based bicycle certified officers were used for the first time as part of the Promenade shopping center property crimes reduction action plan. Beat officers patrolled on bicycle and took enforcement action at the shopping center on a number of occasions throughout April and May.



SPECIAL OPERATIONS DIVISION

Commander William Wilton

The Special Operations Division is comprised of the Traffic Enforcement Section (Vehicular Crimes Reconstruction Unit, Motors Squad, Nighttime DUI Squad, Photo Enforcement, Parking Enforcement, Special Events/Off-Duty Unit and Police Explorers), the Patrol Enforcement Section (Bike Unit, Canine Unit, Mounted Unit and Patrol Problem Solving Surveillance Team or HEAT), and the Detention Section.

Traffic Enforcement Section

Lieutenant Frank O'Halloran

The Vehicular Crimes Reconstruction Unit, supervised by Sergeant Rob Rucker, investigates all fatal collisions and some serious injury collisions. In 2004 they were called 34 times to investigate these collisions. They also do follow-up investigations on collisions involving city liability and hit and run collisions and investigated 583 of these types of collisions this year. This unit also provided a wide variety of training to employees and citizens. They are responsible for enforcing commercial truck regulations via truck inspections. During 2004 the Volunteers in Policing (VIP) program was also part of this unit. These volunteers assist the department by doing a variety of tasks such as directing traffic, assisting motorists, and a variety of other functions.

The Motor Unit, supervised by Sergeant Jim Butera, spends the majority of their time responding to traffic complaints lodged by citizens, known high accident locations, or known areas with a high volume of traffic violations. In 2004 the squad issued 4,951 citations for moving violations and 3,307 citations for non-moving violations. They responded to 315 different traffic complaints from citizens and conducted 54 child safety seat inspections for citizens at no cost to the citizen. A hotline (480-312-2277 or 480-312-CARS) has been established for citizens to report traffic concerns in their neighborhood. Car seat inspections or installations can be scheduled by calling (480-312-2229 or 480-312-BABY).

The DUI Squad, supervised by Sergeant Dave Larson, realizes the potential for harm an intoxicated driver has, and works mostly at night and also takes appropriate enforcement action against reckless and aggressive drivers. They participated in the East Valley Holiday DUI Task Force as well as joint agency details for St. Patrick's Day, Cinco de Mayo, Memorial Day, Labor Day and July 4th. This year they arrested 739 individuals for DUI and issued 6,339 citations.

Photo Enforcement, under the direction of Contract Administrator Bruce Kalin, is used to supplement other law enforcement efforts in an effort to increase the safety of the motoring public traveling through the City of Scottsdale. Our photo enforcement portion of our Focus on Safety program consists of speed enforcement vans and fixed red light and speed detection equipment at intersections. In 2004 we became the first in the country to install a fixed mid-block speed detection system. This system captures all lanes of traffic in both directions.

The Special Events Unit, supervised by Sergeant Mike Reardon, recognizes Scottsdale is a very popular location to hold events, and they arrange and schedule officers and/or police aides for these events. They oversee the contracting of the officers as well as reviewing the security plans for the various events.

The Police Explorer program is a component of the Special Events Unit. This program is for 14 to 20 year olds who are interested in learning about law enforcement and maybe even entering the field at a later time.

Detention Section

Manager Glen Olson

The Detention Section is responsible for the custody and care of prisoners processed at two jail facilities. Both facilities are operational 24 hours a day, 7 days a week. Detention personnel also transport prisoners to and from the Maricopa County jail facility and other jails and courts in the metro area. During 2004, Detention Officers completed a total of 8,945 bookings. They also transported 4,905 prisoners to and/or from Maricopa

County Jail. Detention staff was able to reduce prisoner costs by 60% while increasing the number of people serving their 24-hour sentences by over 6% to 1,384.

Patrol Enforcement Section Lieutenant Scott Popp

The Bike Unit, supervised by Sergeant Chris Wilson, has a crucial role in the entertainment district and the parks in the city because of their ability to move around even when vehicular or pedestrian traffic is congested. This unit is also present for many of the special events held in the city. This year the Bike Unit worked with other City departments to develop and implement a bike registration program. Interested citizens can register their bikes and the information is entered into a database. This gives the ability to recall the information at any time should it be needed.

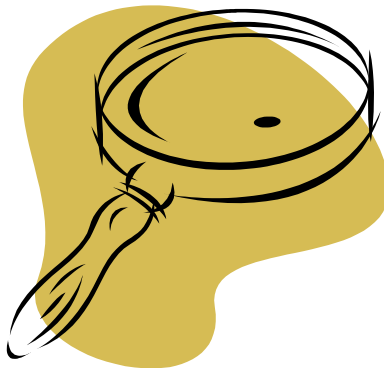
The Canine Unit, supervised by Sergeant J.R. Parrow, is an excellent officer safety tool. Because of the dogs sense of smell, these handler and canine teams have the ability to locate suspects, narcotics and explosives that humans lack. This ability was really put to the test this year after the bombing in a City office. Subsequent to the bombing, the explosives trained canines conducted an unprecedented amount of sweeps of mail, mailrooms, offices and packages.

The Mounted Unit, supervised by Sergeant Tom Hill, also spends the majority of their time in the entertainment district and at many of the City's special events. The officers and their mounts provide excellent officer presence because of their size and ability to move a large or small number of people rather fast. Two of the horses had to be retired this year. Smoke retired after being in service for 12 years and Jolly had only been in service since 2001 but developed medical issues that forced his necessity to retire. Two new horses, Chet and Zeus, are currently being evaluated and will hopefully replace Smoke and Jolly. The final addition to the unit will be a new barn addition around the summer of 2005.

The Patrol Problem Solving Surveillance Team (H.E.A.T.), supervised by Sergeant Dennis Gordon, is a patrol based investigative team. These officers are trained in the use of traditional and non-traditional methods and use this training to address problems for patrol officers. This unit targets high crime areas, known or suspected criminals, and a variety of crimes and activities that a regular uniformed patrol officer does not have the skills, training or equipment necessary to deal with. This unit was involved in arrests of armed robbers, neighborhood drug houses, escort services, and numerous felony and misdemeanor warrant arrests.

Personnel Development / Investigative Services Bureau

- ◆ [Crimes Against Persons](#)
- ◆ [Crimes Against Property](#)
- ◆ [Special Investigations Section](#)
- ◆ [Police Crisis Intervention Unit](#)
- ◆ [Personnel Development Division](#)



PERSONNEL DEVELOPMENT / INVESTIGATIVE SERVICES BUREAU

Commander Barry Vassall

In January 2004, the command staff of the Personnel Development and Investigative Support Bureau (PD/ISB) was reorganized with the addition of Deputy Chief Ray Schultz, Commander Barry Vassall and Lieutenant Marcy Miller. The Bureau had many successes in 2004, from solving very complex crimes, making several high profile arrests, to recovering over \$10 million dollars of stolen property. Crime was reduced by 5% while clearance rates exceeded state averages in 7 out of 8 categories of Part I crimes. New programs were initiated and old programs reengineered, all resulting in quality work being performed by the men and women of ISB.

In 2004, the Personnel Development and Investigative Support Bureau was very active in addressing criminal activity in the City of Scottsdale. Our number one mission was to support the Uniform Services Bureau by responding to requests from patrol to assist in and take over criminal investigations. Other key objectives of ISB were to aggressively and proactively identify and arrest criminals who were active in the City of Scottsdale; investigate homicides and armed robberies; identify and arrest persons involved in the sale, transportation and use of illegal substances; identify, arrest and prosecute persons and organizations who were involved in criminal enterprises, organized crimes, gambling or prostitution; conduct follow-up investigations and surveillance; arrest persons with outstanding criminal warrants; investigate increasing numbers of crimes of fraud and identity theft, as well as all crimes against persons and property. The Bureau was also responsible for the hiring, selection and training of all new personnel, as well as the on-going training necessary for the career development of incumbent personnel, both sworn and civilian, paid and volunteer.

The individual unit accomplishments only touches the surface of the work done this past year by the staff of the Bureau. It is because of the people that we were able to accomplish these tasks and countless more. We look forward to new challenges that face us in 2005 and are committed to the City of Scottsdale and the Police Department in providing quality services.

Crimes Against Persons Section

Lieutenant Tony Markos

The Violent Crimes Unit (VCU) is supervised by Sergeant Don Bellendier. Through December, the City of Scottsdale had 4 homicides and Violent Crimes Unit detectives cleared all of the cases. Armed Robbery cases continued to be aggressively investigated by VCU detectives, resulting in a 22% decline in robberies and a clearance rate of 58%. In addition to their normal duties, VCU detectives continued to review "cold" cases looking for new leads. A cold homicide case from 1996 was presented to the U.S. Attorney's Office for prosecution and an unidentified murder victim whose skeletonized remains were found in 1985 has been tentatively identified through a new forensic sketch and DNA analysis. One case of notable distinction involved a robbery in September 1998; two men had robbed a local Scottsdale jeweler at gunpoint. The suspects got away with \$1.75 million dollars in jewels. After a very lengthy investigation along with the assistance of the Phoenix Organized Crime Bureau, it was determined the robbery involved Russian organized crime suspects. Several people were identified and one of the suspects was arrested, while a second suspect remained at large. Earlier this year a business card, left by the suspects at the time of the robbery, was re-examined for latent prints and identification was made of the second suspect who was currently in prison in New York state. A VCU detective and a Phoenix Police Department detective flew to New York, interviewed the suspect, and he was subsequently indicted in October of this year for the jewelry robbery.



Death scene investigation - Detective Pete Salazar

The Sex Crimes Unit, supervised by Sergeant Darcy Nichols, investigates all sexual assault cases and cases of child exploitation. While sexual assaults are slightly ahead of last year's totals, the clearance rate is above national averages at 59%. The Sex Crimes Unit has been very aggressive this year working numerous child exploitation cases. Detectives have been successful in identifying suspects who prey on young children attempting to lure them to meetings for sex. Suspects have traveled from not only the Metropolitan area but from across the country to Scottsdale where they have been intercepted by detectives. Sergeant Nichols and her staff work extremely well with the Family Advocacy Center (FAC) staff and continue to receive accolades from across the region. During the year, additional partnerships were created that now have staff from the Governor's Office and the County Attorney also working in FAC, improving communications, case preparations and prosecution of offenders.

The Domestic Crimes Unit, supervised by Sergeant Joe Kertesz, investigates all crimes of domestic violence, both misdemeanor and felony. The unit has concentrated on repeat offenders ensuring cases are quickly presented to the County Attorney for prosecution. As a direct result of the increased enforcement, DV warrant sweeps, cooperation between detectives both internal and external to SPD and prosecutors and victims, the number of repeat occurrences of domestic violence has declined throughout the year. Personnel from SPD were also instrumental in working on the training component of new statewide protocol for officers investigating domestic violence related crimes.

The School Resource Officers Unit is supervised by Sergeant James Dear, Sergeant J. C. Taylor and Sergeant Mike Snader. The School Resource Officers had a very active year investigating several high profile crimes/incidents that occurred on or near school facilities. One case involved an arson that occurred at Navajo Elementary School. SROs worked with the SPD Arson Investigator and, through an extensive investigation, were able to identify the offenders who not only admitted to the arson but several other burglaries as well. The SROs were also an important part of the department's new initiative of the formation of a "Party Patrol". Officers and detectives from throughout the department received advanced training of how to properly identify, investigate and take the appropriate action at large parties involving underage youth who were drinking. Information about the Party Patrol initiative was shared with school officials just prior to the prom and graduation season. Since the implementation of the Party Patrol, SPD personnel have been successful at safely closing several large parties. SROs continued to share information with students about the dangers of drug and alcohol abuse. During the summer, the SROs were redeployed to assist District 1 officers in a high profile "Quality of Life" enforcement tactical operation plan. The SROs worked in the various neighborhoods, enforcing city ordinances in a proactive manner while interacting with area residents.

Crimes Against Property Section Lieutenant Craig Chrzanowski

The Burglary Unit, supervised by Sergeant Eric Rasmussen, had a very successful year working numerous high-volume cases. Investigating over 2000 cases, they were able to clear 10% of all burglary cases and recovered over \$8.5 million dollars (37%) in stolen property. Many of the cases cleared involve offenders who had been very prolific, claiming numerous victims before being identified and arrested. The Burglary Unit continues to aggressively work the serial burglar known as the "Rock Burglar", locating a key piece of evidence

that through an extensive investigation lead detectives to a fast food restaurant where a photograph was obtained of a possible suspect vehicle and offenders. Detectives lead a task force of law enforcement personnel from across the valley on a campaign to locate the vehicle; over 8000 vehicles and/or residences were checked in an attempt to identify the offenders. While the results did not yield the desired result, the effort was extremely impressive. Subsequent press releases may have resulted in the change in the "Rock Burglar's" behavior. Since the countywide sweep, the number of cases has slowed and the MO has changed. Another burglar also appeared during the year, and is thought to be responsible for numerous burglaries in the north Scottsdale area. Detectives are currently searching for the suspect, who may be responsible for close to 100 burglaries. The Burglary Unit also worked a couple of cases where the suspects were fencing their stolen property on the E-bay auction site. Detectives were able to identify the suspects by first locating the stolen property on E-bay, researching the sellers and eventually serving search warrants. In one case, detectives followed the suspect and observed him commit a theft. The Burglary Unit worked with virtually every unit of SPD during the year making countless high quality arrests.

The Auto Theft Unit, supervised by Sergeant Tom Macari, continued to clear cases of Auto Theft and Burglary from Vehicle. Many of the suspects arrested by detectives have been linked to numerous other cases. It is not unusual for one offender to be responsible for dozens of crimes. Besides aggressive case work, investigations and clearances, the Auto Theft Unit was very proactive conducting numerous VIN etching opportunities throughout the community, regularly meeting with new and used car dealerships, and regularly deploying the three bait vehicles in an attempt to identify auto thieves. The SPD Auto Theft detectives run the bait vehicle program and build and maintain the equipment, resulting in several arrests and saving the City thousands of dollars. Detectives from the Auto Theft Unit are also very adept at recovering stolen vehicles. During the year over \$7.8 million dollars in stolen vehicles were recovered, over 80% of the total value stolen. Detectives are using advanced DNA technology to identify the offenders and present completed cases to the County Attorney for prosecution.

The Repeat Offender Program (ROP) Unit is supervised by Sergeant Rob Hoskin and targets known property crime suspects, including the most active criminals in Scottsdale. SPD ROP detectives routinely out-perform their counterparts of other Valley agencies. Their work has resulted in numerous suspects being prosecuted as repeat offenders by the County Attorney's office with enhanced sentences being handed down by the courts. A few of the more high profile cases include:

- ♦ ROP Detectives worked a case in conjunction with Mesa PD and the U.S. Secret Service involving a large-scale fraud and forgery case. Detectives had observed one of the suspects cash a fraudulent check and took that suspect into custody. As the arrest team attempted to take a second offender into custody outside, the suspect brandished a firearm, pointing it and firing in the direction of approaching detectives. The ROP team returned fire, striking the offender who was also ramming his vehicle into a detective vehicle. The suspect was taken into custody, treated for his injuries and booked.
- ♦ ROP detectives, Phoenix Street Crimes, Phoenix North Resource Burglary Unit and other ROP Unit members arrested a career/prolific burglar in the Sunnyslope area. A search warrant was written for this suspect's apartment. Inside, detectives discovered an abundance of stolen property that subsequently linked up to multiple north Scottsdale vehicle burglaries. A stolen firearm belonging to an Immigration and Customs Enforcement (ICE) Special Agent was discovered inside the suspect's residence along with over \$30,000.00 in stolen Tiffany jewelry from a Scottsdale vehicle burglary. A Phoenix stolen vehicle was recovered in the parking lot of the suspect's residence and this stolen vehicle was also linked to the suspect.
- ♦ The ROP Unit culminated a fraud scheme/aggravated assault investigation that was initiated by a Fraud Unit detective. The suspect was arrested in June and had been involved in a fraud scheme involving forged/stolen credit cards and traveler's checks. The suspect had also poured a hot liquid on the hand of a female causing permanent injury so that she could not provide a handwriting sample to detectives, as well as threatening her life if she cooperated with detectives. Two search warrants were served at his business and residence with the assistance of the Special Assignment Unit. The case has been turned over to the Special Prosecution Division of the County Attorney for disposition.

The ROP team continues to make quality arrests involving the most active criminals, resulting in extended criminal sentences being assessed against the offenders.

The Fraud Unit was supervised by Sergeant Gary Nelson until his retirement in August. Sergeant Dean Perna is now the supervisor. The Fraud Unit is tasked with investigating numerous complex cases from across the

country. In 2004, the Fraud Unit initiated the Cyber Crimes Unit by selecting Detective Tom McMahon to work with the Department of Public Safety and to become certified in computer forensics. Since being trained, Detective McMahon has been very active in numerous cases, extracting key evidence from computers and, in one case, a digital camera. Some of the cases worked by fraud detectives include a health care worker stealing and forging checks from the accounts of nursing home residents; numerous cases stemming from Internet fraud; and several internal corporate cases where employees had embezzled monies. Another major case involved a large quantity of imitation designer purses being sold in the Scottsdale area. Detectives conducted an undercover investigation that eventually lead to the discovery of a warehouse full of illegal contraband. The Fraud Unit continues to be very aggressive in investigating numerous cases where suspects set up shop at area hotels and use fictitious identity and credit cards to purchase items. As crimes of identity theft continue to increase, additional demands are being placed on the fraud detectives. Detectives work very closely with the victims and their respective financial institutions, clearing the names of the innocent victims and aggressively prosecuting the offenders.

Police Crisis Intervention Service (PCIS) Manager Phil Riccio

The Police Crisis Intervention Service (PCIS) staff works with every segment of the community on a daily basis and assists patrol in dealing with persons in crisis, making death notifications, and making emergency living arrangements, to name just a few of their tasks. Throughout the year, the PCIS staff has assisted victims and detectives in obtaining valuable information used for the investigation and prosecution of crimes. One case worked by PCIS of notable importance occurred in mid June. PCIS received a special request from the City Prosecutor to assist a male subject who was currently incarcerated in the Maricopa County Jail. The prosecutor believed the subject might be intentionally committing petty crimes to force SPD officers to arrest him, resulting in his incarceration. While in custody, his objective was to obtain major medical care, which is charged back to the City of Scottsdale. The prosecutor reported this activity had already cost the City in excess of \$280,000. PCIS staff responded to the jail to assess the situation and seek out a possible solution. During the interview, the subject admitted to intentionally causing his own arrest because he has colon cancer and believes he has no alternative other than incarceration to obtain proper medical care. PCIS staff assisted the subject in obtaining State AHCCCS health care coverage to pay for all medical needs. He now has complete coverage and they also arranged for emergency shelter placement upon his release from jail, along with providing for his other critical needs. The hard work and dedication of PCIS staff is not only recognized by SPD personnel but by victims, their families, prosecutors and mental health providers valley wide. The Scottsdale PCIS program is known as the best in the region.

Special Investigations Section Lieutenant Steve Gesell



The Criminal Intelligence Unit (CIU), supervised by Sergeant Bruce Ciolli, is responsible for numerous tasks including vice enforcement, liquor enforcement, intelligence gathering and investigation, dignitary protection, terrorism assistance/investigation, and organized crime investigation.

- ♦ A large number of illegal massage parlors moved into the Scottsdale area in 2004. CIU detectives actively worked the illegal operations, becoming a national leader in conducting investigations into Chinese massage parlors. Detectives are working on an International level in investigating the crimes and are preparing an illegal enterprise case. A Police Aide assigned to CIU conducted 3 massage parlor inspections and continues to conduct these inspections with patrol. The P.A. has become an invaluable resource in dealing with the Asian massage businesses in Scottsdale. His knowledge of the illegal

operations has been sought by numerous other valley agencies, as well as California law enforcement agencies.

- ♦ CIU is approaching the end of a lengthy investigation into a vice-related illegal enterprise. It is expected the investigation will involve the arrests of over 40 suspects, multiple search warrants and seizure of several properties and 2 to 3 million dollars.
- ♦ CIU assisted with the pre-planning and dignitary protection for the 2004 Presidential debate held at ASU. SPD CIU members were the only plainclothes in-close dignitary protection detail outside of the hosting agencies (Phoenix PD and the United States Secret Service). CIU provided motorcade assistance as lead drivers, tail drivers, and site security for 5 separate dignitary details for the debate. In addition to the 2004 Presidential debate, CIU participated as either the lead agency or assisting agency to the USSS in over 15 different dignitary protection details.

The Special Assignment Unit (SAU), supervised by Sergeant Jeff Trillo, assists every area of the department with special projects and provides overall operational support. They have conducted numerous surveillance operations resulting in the arrests of numerous violent criminals. Additionally, SAU has responded to several barricaded suspect(s) situations, assisted the Department of Public Safety at the AZ Department of Corrections/Lewis Prison hostage situation, and conducted advanced training for officers throughout the department.

- ♦ SAU conducted surveillance on an individual who had made death threats towards a former girlfriend, driving from Alabama to Scottsdale in an attempt to follow through on his threats. Once in Arizona, he allegedly shot an arrow into the victim's residence and had threatened to burn down her house. Detectives located the suspect and made an arrest after a short pursuit. Detectives located accelerants and a crossbow in the suspect's vehicle.
- ♦ SAU worked closely with other officers from SIS and patrol on "Operation Clean Sweep" that utilized personnel in a proactive enforcement operation in District One over the summer. Numerous felony and misdemeanor arrests were made that focused on street level drug sales, outstanding warrants and other quality of life illegal activities.

The Narcotics Task Force is supervised by Sergeant Jay Buckler.

- ♦ The Task Force (Group 21) assisted federal and state law enforcement personnel from Oregon and Idaho with the conclusion of a two-year, DEA led investigation of a drug trafficking and transportation organization. The source of the drugs, including cocaine and marijuana, was based in North Phoenix and had ties to HAMG with impact to Scottsdale.
- ♦ Task Force 21 participated in a multi-state surveillance of a tractor-trailer and assumed prime investigative responsibilities in Arizona. The result was the execution of two search warrants that produced the seizure of 1,613 pounds of marijuana, seizure of \$13,000 cash, and the arrest of five individuals.
- ♦ Task Force 21 investigated a cocaine trafficking organization in Scottsdale that was shipping drugs to New York. During the investigation, an in-bound package was intercepted by the group, which resulted in the seizure of \$60,000. Two search warrants and two arrests were conducted.
- ♦ Since the beginning of 2004, Task Force 21 has opened 28 investigations. This does not include the five classified "priority target" cases and three OCDEF investigations the group has also been working. The Task Force has seized 7,346 pounds of marijuana, 14 pounds of methamphetamine, \$546,025 in U.S. currency, 6 vehicles including two tractor trailers, 6 guns, 4 pieces of body armor and made 39 arrests.

The Drug Enforcement Unit is supervised by Sergeant Robert Manning.

- ♦ A four-week undercover operation resulted in the arrest of a Mexican National for sales of dangerous drugs. During the investigation, 5.5 ounces of methamphetamine with a street value of \$4,300 was seized; the suspect's vehicle was seized for forfeiture; the suspect was turned over to Immigration and Customs Enforcement (ICE) and deported.
- ♦ An investigation resulted in the arrest of a suspect for possession of marijuana for sale and prohibited possession of a weapon. The suspect was arrested with 6 pounds of marijuana, a handgun and \$1530 in U.S. currency. Total street value of the marijuana was \$4000 and the currency was seized for forfeiture. The suspect was on probation and met the qualifications of the Repeat Offender Program (ROP) and is still in custody.

- ♦ A two-month undercover operation resulted in a search warrant and the arrest of three suspects for possession of drug paraphernalia, sale of dangerous drugs and weapons misconduct.
- ♦ A four-month undercover operation resulted in a search warrant and arrest of two suspects for sale of dangerous drugs. During the operation approximately 1.2 pounds of methamphetamine with a street value of \$9500 was seized. One suspect is still outstanding and the investigation continues.
- ♦ A three-month investigation resulted in the seizure of \$65,020 in cash, a search warrant and arrest of two suspects. The investigation is ongoing as a joint DEA/SPD investigation.
- ♦ Operation Clean House continued and resulted in 14 arrests.

Personnel Development Division Lieutenant Marcy Miller

The Personnel Development Division tasks include hiring all sworn and civilian personnel for the department; preparing and administering sworn and civilian promotional processes; conducting, coordinating and/or hosting thousands of hours of in-service and advanced training for department personnel. The quality of training offered this year was excellent and much of it was conducted at no or very little cost to the City.

The Personnel Unit is supervised by Cynthia Sawyer, who joined SPD in September, after retiring from the Maricopa County Sheriff's Department.

- ♦ The Personnel Unit undertook a major project in the spring when all SPD employee personnel records were transferred to City Human Resources offices. Personnel staff went through every file, reconciled them and forwarded the information to Human Resources.
- ♦ Personnel staff closely examined each step of the hiring process in an attempt to streamline the process. With the requirements of the recently passed public safety tax, normal attrition and other unanticipated vacancies, it is predicted SPD will need to hire 78 sworn positions in the next 18 months, plus an additional 40 civilian employees. The Personnel Unit has also contacted the Mesa Police Academy and the Mesa academy is again being used to help meet hiring goals.
- ♦ The Administrative Secretary worked with other PD and city staff in developing an enhanced method for tracking overtime expenditures by task. The new system allows for department managers to closely monitor all overtime expenditures by activity and make adjustments when and where necessary.
- ♦ Personnel staff took over monitoring the transitional duty program and provided a weekly report covering all TD assignments.
- ♦ Each week, Personnel "staffed" all positions and applicants to ensure applicants were being processed in an effective manner. A weekly report was presented to executive staff explaining the status of every vacancy.

The Training Unit is supervised by Sergeant Jimmy Wasson.

- ♦ One of the more popular training classes was a risk management class taught by Mr. Gordon Graham, with Scottsdale PD sharing the costs with the Maricopa County Sheriff's Office Training.
- ♦ Range staff conducted annual firearm qualifications, deadly force reviews and competency testing. They also conducted specialty firearms training, qualification and certification.
- ♦ A department presence was maintained at the Arizona Law Enforcement Academy (ALEA) by providing a sergeant and a resident training officer.
- ♦ The Recruiting Unit utilized radio ads, local advertising and National advertising in order to attract qualified applicants to Scottsdale. SPD tests monthly for officer positions and every other week for dispatchers. Personnel staff offered additional practice tests and one-on-one coaching for potential applicants practicing for the state physical agility examination.

The above lists only touch the surface of the work done this past year by the staff of the Personnel Development/Investigative Services Bureau. It is because of the people that we were able to accomplish these tasks and countless more. We look forward to new challenges that face us in 2005 and are committed to the City of Scottsdale and the Police Department in providing quality services.

ADMINISTRATIVE SERVICES BUREAU

Director Helen Gandara-Zavala

The Administrative Services Bureau provides administrative and logistical support, strategic planning, technology implementation, policy setting and decision making relative to all divisions in the Scottsdale Police Department.

- ◆ [Communications Division](#)
- ◆ [Forensic Services Division](#)
- ◆ [Planning, Research & Accreditation Division](#)
- ◆ [Police Records & Analysis Division](#)
- ◆ [Special Services Division](#)
- ◆ [Technology Services Division](#)



COMMUNICATION DIVISION

Manager Thomas Melton

The Communications Division consists of the 9-1-1 Communications Center and the Teleserve Unit.

The 9-1-1 Communications Center Dispatchers answer all the incoming City of Scottsdale 9-1-1 emergency calls and non-emergency calls for service. The primary purpose for our Communications Center is to provide quality customer service to our citizens and timely and accurate information to our field personnel. Dispatchers utilize a multitude of technology tools to accomplish their daily tasks. They dispatch calls for service, keep track of officers citywide to ensure their safety and dispatch them efficiently, provide information to assist them with their duties and access computerized databases for criminal history. The Communications Unit is staffed by 6 Supervisors, 1 Training Coordinator and 33 Dispatchers.



(L-R) Cat Lindgren, Mary Warner and Brie Emmons

Highlights

- ♦ Recruitment was a priority in 2004. The Unit enlisted the help of the SRO's to advise high school seniors who were graduating to consider a career as a Police Dispatcher. We aggressively continue to hire and train dispatchers. In 2004 10 dispatchers were hired and 6 completed training. The additional dispatchers will increase customer service, improve officer safety, help to reduce related stressors, and decrease the need for overtime.
- ♦ The Communications Center finished adding 150 sq ft to the room, which allowed them to acquire 2 additional call taker phone positions from the Maricopa 9-1-1 region. With these new positions, they also added the ability to train up to 4 dispatchers at the one time.
- ♦ Maricopa 9-1-1 region installed mapping equipment thus allowing the use of maps to locate 9-1-1 calls related to cellular phone calls.
- ♦ Intergraph was awarded the contract for the new CAD system, which will be operational in early fall of 2005.
- ♦ Improved our learning tools and upgraded our classroom presentation by developing slides of the myriad of screens new dispatchers must learn, including daily hands on CAD training.
- ♦ Established a liaison from the Uniformed Service Bureau who meets weekly with the Communications Division Manager to proactive resolve issues with Patrol and serve as a conduit for policy initiatives. Also participated in the P.O.S.T. Academy for new officers.



Communications display, Public Safety Day, 2004

- ♦ The Communications Division participated in Public Safety Day and displayed a big screen TV that continuously played a slide show to showcase the Division. Brochures were made to hand out to those who were interested in the position. The Manager and Training Coordinator were also featured on television's "Behind the Badge" with Chief Rodbell to promote our recruitment efforts and illuminate the duties of a 911 dispatcher.

The Teleserve Unit, supervised by Toni Todd and staffed by 5 specialists, functions to provide citizens an avenue to submit police reports by phone or over the internet. They also enable patrol personnel to provide better response times on calls for service requiring an officer to be on the scene. Teleserve handles reports ranging from bicycle thefts to difficult fraud reports.

Teleserve personnel were the top producers for police reports for the entire Department. All Teleserve Specialists were among the top 7 for total number of reports written in 2004!

Teleserve hosted training classes for the Police Department on fraud, identity theft and adult missing persons.

Communication 2004 Statistics

- ♦ 9-1-1 calls.....120,060
- ♦ Non-emergency calls382,643
- ♦ Mobile 9-1-1 calls 68,015
- ♦ Calls for Service276,583
- ♦ Radio ACJIS Queries121,387
- ♦ Officer MDC ACJIS Queries....740,779

Teleserve 2004 Statistics

- ♦ Reports Taken.....3,489
- ♦ Calls for Service Handled.....4,803
- ♦ FI Cards Written122
- ♦ FI Cards Entered into RMS.....3,414

FORENSIC SERVICES DIVISION

Manager Steve Garrett

The Forensic Services Division provides service to customers to aid in the successful disposition of all investigations in accordance with legal and professional guidelines through the identification, documentation, collection, analysis, and preservation of physical evidence.

The division manager leads and directs the functions of the Identification Services Unit, the Crime Scene Specialist (CSS) Unit, the Criminalistic Unit, the Property and Evidence Unit and the division secretary.

2004 Statistics

• Photos processes.....	32,936
• Latent print cases	1,324
• Latent print comparisons	5,500
• Drug seizure analyses.....	3,776
• Blood alcohol analyses	2,516
• DNA/Trace/Firearms examinations	377
• Arrest packages processed.....	9,832
• Crime scenes processed.....	3,158
• Items impound in Prop/Evidence	31,411
• Items released from Prop/Evidence	19,296

Highlights

- ♦ Property and Evidence expanded their storage capacity by increasing secured storage space.
- ♦ The Salt River Police Department Forensic Laboratory Services Contract was renewed.
- ♦ The City Auditor completed an extensive eight-month internal audit of the Property and Evidence Unit.
- ♦ The laboratory received a \$76,000 grant from the Arizona Criminal Justice Commission for trace evidence examination instrumentation and a National Institute of Justice (NIJ) grant of \$224,311 to participate in the "No Suspect Casework DNA Backlog Reduction Program" (FY2003). The DNA Section was featured in an article from the *Scottsdale Tribune* about receiving the NIJ DNA No Suspect Grant.
- ♦ The crime laboratory was successful in recruiting and hiring a Criminalist to perform toxicology/blood alcohol work
- ♦ Using state and national databases, the crime laboratory was able to associate 235 unknown suspects to crimes committed within the city. Seventeen of these suspects were identified through DNA using the Combined DNA Index System (CODIS) and 218 suspects identified using fingerprints searched through the Automated Fingerprint Identification System (AFIS).
- ♦ The crime lab is now electronically connected to the FBI's ten print database. Latent prints recovered from crime scenes can be searched against the FBI's extensive repository of fingerprint cards.
- ♦ Upgraded fingerprint software was successfully installed in the ID Unit, which now gives the Police Department the ability to immediately access an electronic copy of all ten print types on file throughout the State of Arizona.
- ♦ The photo lab obtained an upgraded film scanner and a new dry printer. This equipment converts negative film to a digital image, which can be sent to the dry printer to produce a photograph without using hazardous photographic chemicals, or transferred to a CD to save on printing costs.
- ♦ Kris Whitman presented a research paper on a DNA project concerning the effect of long term storage of DNA extracts at room temperature. This paper was presented at the Promaga International Human Identification Symposium held in Scottsdale and at the Southwestern Association of Forensic Scientists meeting held in Oklahoma City, OK.
- ♦ Kay Smith was re-elected to the Arizona Identification Council Board of Directors for another term. She was also selected to receive the Police Department's Civilian Supervisor of the Year award.
- ♦ Validation studies on the Real Time DNA instrument were completed. This instrument will allow the DNA section to quickly determine if any DNA is present within a sample, thus saving time and money by avoiding the costly and time-consuming process of performing the complete DNA profiling procedure on every sample to determine if any DNA is present.



PLANNING, RESEARCH & ACCREDITATION DIVISION

Manager Will Davis

The Planning, Research and Accreditation program encompasses four distinct responsibilities:

- ♦ Strategic planning
- ♦ Research and administrative staff support
- ♦ Policy development
- ♦ Accreditation

The Planning, Research and Accreditation (PRA) Division is a resource to the Chief's Office, and is responsible for completing special projects and research, performing policy development, monitoring trends and issues related to policing, coordinating accreditation compliance and managing the Department strategic planning efforts.



Highlights

- ♦ Managed and coordinated the Department strategic planning efforts, including monthly and quarterly administrative reporting, development of the Strategic Plan Annual Performance Report, development of the annual review and update process, and development of the new strategic plan.
- ♦ PRA staff participated on several strategies as team members, including the General Order Redesign, Integration of Performance Measures, and the Communications strategy, and chaired two committees.
- ♦ Developed and implemented PoliceLine, the department newsletter, and coordinated submissions and published issues on a monthly and special need basis.
- ♦ Produced and published the Department 2003 Annual Report which was published to the website for employee and citizen access.
- ♦ Developed the Planning, Research and Accreditation web page for the Department Internet web site, highlighting the responsibilities and works of the PRA division.
- ♦ Received the final report from the CALEA assessors and the Department was awarded re-accreditation certification at the CALEA conference in Pasadena CA in March 2004.
- ♦ Researched and prepared the 2004 Annual Report of Accreditation Compliance and submitted it to the Commission on Accreditation for Law Enforcement Agencies (CALEA).
- ♦ Coordinated the Department 2004 Quality Assessment Inspection of each organizational component in the department.
- ♦ Completed and presented a redesign for the Department General Orders as part of a strategic planning strategy.
- ♦ Conducted several research projects, surveys and reports on behalf of the Chief and department personnel.

Strategic Planning Process

The 2004 Strategic Plan update process involved a 1-day retreat with 30 attendees representing Police Command Staff, Lieutenants, Civilian Managers, and the City Homeland Security and Emergency Services Offices. The primary focus of the retreat was to review the Department progress during the past year, and update the existing 5-Year Strategic Plan for continuation into the new fiscal year and beyond. Attendees also reaffirmed the Department commitment to the 6 Strategic Directions and 16 supporting Objectives developed during last year's strategic planning process.

With consensus on the Department overall goals and objectives, new Strategies were discussed for inclusion in the Strategic Plan. The process resulted in the development of 39 new Strategies focused on:

- ♦ Crime prevention
- ♦ Downtown policing efforts
- ♦ Community outreach
- ♦ City revitalization
- ♦ Facility enhancement
- ♦ Assimilation of the new City Fire Department
- ♦ Employee development

The 39 newly identified Strategies were evaluated, refined and linked to Strategic Plan Objectives. The Chief of Police and top staff prioritized the combined list of strategic issues and the issues were evaluated to determine funding requirements and funding status, and positioned on a 5-year calendar

An Annual Performance Report of the previous year's progress was prepared and published to the Department website to provide public access. The report provides a progress and status report for each Strategy initiated the past fiscal year. The report is available for download from the City website at <http://www.scottsdaleaz.gov/>.

Strategic Directions with Strategic Objectives

1. Reduced Crime	4. Strengthened Homeland Defense
1.1 Enhance Crime Prevention Initiatives	4.1 Promote Prevention, Mitigation & Security Initiatives
1.2 Enhance Enforcement Initiatives	4.2 Strengthen Readiness & Recovery Protocols
2. Organizational Excellence	5. Advanced Technology Solutions
2.1 Develop Exemplary Leadership	5.1 Advance Integration Capabilities
2.2 Develop Employees	5.2 Advance Communications Technology
2.3 Develop the Organization	5.3 Advance Technology Support & Infrastructure
3. Strengthened Relationships	6. Enhanced Facilities
3.1 Strengthen Intra-Governmental Relations	6.1 Develop New Facilities
3.2 Strengthen Internal & External Communications	6.2 Reallocate & Enhance Existing Facilities
3.3 Strengthen Community Relations	6.3 Enhance Facility Support & Administration

POLICE RECORDS AND ANALYSIS DIVISION

Manager Paul Bentley

The Police Records Unit, supervised by Glenda Hanks, Kathy Jackson, Kathy Kellett and Charlotte Levine, serves as the central repository for all police reports and related records. The unit is responsible for maintaining strict accountability for all police reports, accident reports and citations. The Records Unit is comprised of 30 positions that provide support to officers and other law enforcement agencies, including the courts and prosecutors. The Records Unit provides criminal history information and 24-hour warrant coverage.

Highlights

- ♦ The unit implemented an accountability measure to ensure final disposition reports are completed and forwarded to DPS when an officer/detective determines a case will not be filed.
- ♦ Based on input from the City Auditor's Office, a new system was created and implemented to ensure an audit trail for citation books received for distribution (e.g. issued, voided, or destroyed).
- ♦ Implemented a formal training program for new employees.
- ♦ In partnership with IS, an automated internal report request process was created and implemented resulting in a more efficient report request process and audit trail.
- ♦ Continued initiatives for improving organizational processes and procedures.
- ♦ Successfully completed a bi-annual DPS Access and Integrity audit.
- ♦ Participated in the Northwestern University allocation study in creating a new personnel allocation model.
- ♦ Implemented a weekly file room quality control process.
- ♦ Supervisor Glenda Hanks facilitated the Records Unit, Communications, and Planning participation in the annual Lee Denim Day fund-raiser towards breast cancer and raised over \$300 in one day.



Lee Denim Day/Pink Ribbon Participants

(L – R) Cecilia Valenzuela, Zenia Cornejo, Karl Mahler, Charlotte Levine, Lisa Lelli, Glenda Hanks, Kathy Kellett, Ida Stephens, Wendell Bryant, Suzanne Miller

2004 Records Statistics

- ♦ Daily Reports processed 36,108
- ♦ Citations processed 47,365
- ♦ Field Interview Cards ..5,503
- ♦ Warrants Received ..3,790
- ♦ Warrants Cleared ..4,853
- ♦ Order of Protection/Injunctions Against Harassment....338

The Crime Analysis Unit (CAU) is supervised by Nancy Mitchell and Mary Kirkwood. CAU was the recipient of the 2004 City Manager's Award of Excellence: "Collaborating as a Team" presented to the Crime Analysis Unit in conjunction with Burglary Unit and Repeat Offender Program detectives.

The Crime Analysis Unit utilizes three types of analysis in support of patrol and investigations: tactical, strategic and administrative.

Tactical: CAU meets monthly with other valley agencies to link crime series, patterns and trends between jurisdictions. We provide support to detectives, patrol and specialty units in the form of spatial and time/day analysis. We also collect and present information for the monthly Crime Trends meeting.

Technicians enter close to 5,200 police reports annually for the purpose of trend/pattern analysis. Although labor intensive, technicians glean valuable information from reading each case and making connections both with software programs and their own expertise.

Strategic: In 2004 Northwestern University (NWU) was contracted to conduct an allocation and deployment study. The study included sworn and civilian units to explore the most efficient use of staffing. CAU provided extensive support through data preparation and analysis. Areas of interest:

- ♦ Staffing affecting calls for service response and travel times.
- ♦ Staffing based on needs assessment (time of day, day of week, geographic considerations).
- ♦ Increased patrol staffing demands on support personnel.
- ♦ Actual 'work' time versus benefit time (holiday, overtime, etc.)

In addition to the NWU study:

- ♦ 750 projects/task were completed by analysts in 2004, accounting for 1100 hundred hours of workload.
- ♦ 35 on-going bulletins/reports went out on a monthly basis.
- ♦ CAU attended 3 community meetings to share crime and calls for service data with citizens.

Administrative: Uniform Crime Report, crime reporting as a requirement from the federal government, is a time intensive task that has to be accurate.

- ♦ Approximately, 36,000 reports were taken in 2004.
- ♦ CAU technicians read each report and recoded Arizona Revised Statutes to align with Federal Bureau of Investigation crime reporting guidelines.

UCR data is used throughout the police and city departments: the Chief's office, Mayor and Council, and Budget office. In addition, citizens and neighboring communities use UCR statistics for making decisions on moving into an area. The UCR report is available on the Scottsdale Police Department web page at www.ScottsdalePD.com.

SPECIAL SERVICES DIVISION

Manager Tom Dworzanski

The Special Services Division (SSD) is one of the most diverse sections within the department, comprised of 7 non-sworn employees and consists of the following four units:

Quartermaster Services Unit is responsible for issuance of vouchers, uniforms, officer equipment, office supplies, the dry cleaning contract, and officer support during contingency operations.

Fleet Logistics Services Unit manages the police vehicle fleet, installation of emergency equipment, and assignment/replacement of vehicles.

Communications Support Services Unit is responsible for radio repairs, installation, portable/mobile radio system troubleshooting, computer/modem assignments, repair, in-car installation, and procurement of all wireless equipment utilized within the police department.

Support Services Unit is responsible for custodial and maintenance for all police department off-site facilities; responsible for equipment transport and the delivery and warehousing of uniforms and equipment.

Highlights

- ♦ Installed rear bumper visual improvement decals on all marked units within the PD Fleet. This was acknowledged by the National Ford CVPI Blue Ribbon Panel for effectively enhancing police driver safety when parked along roadways.
- ♦ Initiated and compiled data from organizational users on the Police Package Impala in comparison to the Crown Vic Police Interceptor. Features such as ergonomics, performance, storage, and maneuverability were evaluated in comparison with the Crown Vic. The Crown Vic was overwhelmingly the clear PD choice to be used for patrol duties. This was endorsed by the City Manager and the Crown Vic Police Interceptor will be the standard platform of vehicle to be used in Patrol Operations.
- ♦ Internally restructured and consolidated the Quartermaster duties into a seamless function by hiring an Account Clerk to process the approximately 1,500 financial transactions the Division creates annually.
- ♦ Designed and assisted Nextel programming engineers with building the ISB Nextel 11 direct-connect talk groups. This feature allowed entire squads to be individually "pinged" for instantaneous dissemination of information, which is extremely useful while conducting surveillance.
- ♦ The unit was formally recognized by Paradise Valley Chief of Police John Wildsteen in April for providing mutual support and assistance during the nationally televised ceremony on the Goldwater Library opening.



(L-R) Chief Rodbell, Tony Brewer, Chris McDowell, Phil Jensen, Chief Wildsteen, Tom Dworzanski, Chief Cocca

- ♦ Division personnel researched and beta tested several versions of a vehicle mounted Backup Alarm system in an attempt to curtail accidents. This proved highly successful and was approved by Command Staff to install in all patrol vehicles.
- ♦ Division Personnel worked with Panasonic Computer Engineers to correct a defective keyboard design fault. Panasonic acknowledged the design fault and replaced 95 laptop keyboards at no cost.

2004 Statistics

- ♦ Portable/mobile radios serviced or repaired1,128
- ♦ Modems & computers serviced or repaired1,005
- ♦ Radios, modems, security cards and laptops programmed656
- ♦ New/replacement vehicles rotated into service40
- ♦ Supply requests handled4,883

TECHNOLOGY SERVICES DIVISION

Police Technology Director Joe Hindman

The Technology Services Division (TSD) provides technical support to all Police employees through the Systems Administration & Support Unit and the Communications Technology Unit.



(L-R) Kevin Hansen, James Chandler, Mike Morrison, Joe Hindman, Mark Schroeder, Joan Scott, Paul Hruby, Gail Denney

- ♦ The primary duties and responsibilities for this Division include:
- ♦ Security and maintenance of police computer systems
- ♦ Police Records Management System (RMS) maintenance and upgrades
- ♦ Computer Aided Dispatch (CAD) maintenance and upgrades
- ♦ SmartZone Radio System maintenance, upgrades and future planning
- ♦ Police network, server and laptop support
- ♦ Support access to other data and reporting systems (PACE, AZAFIS, ACJIS, NCIC, NLETS, MVD, SIS and County Booking)
- ♦ Provides needs assessments and program evaluations for requests
- ♦ Develop Capital Improvement Projects, RFP development and contract management, and provide project management

Highlights

- ♦ Managed the procurement process that led to selecting Intergraph (IPS) to supply the new CAD, RMS, Field Reporting and Jail Management Systems. Contract signed in May.
- ♦ Mapped data from old to new RMS and determined what data must be converted.
- ♦ Conducted recruitment leading to the hiring of a new Integrator position in TSD.
- ♦ Serviced 802 ad hoc requests.

Systems Administration & Support Unit

- ♦ Provided technical support to the PD Communications Strategic Planning Committee by providing a technical solution for meeting notifications for the organization.
- ♦ Completed the Overtime Reporting Project to provide greater overtime detail reporting.
- ♦ Installed new hardware/software to support Investigation's SID database.
- ♦ Completed renovation of D2 Computer Room to maximize space and functionality of equipment.
- ♦ Implemented bar coding system to allow property to code and scan existing inventory into current RMS
- ♦ Prepared procurement specs and evaluated MDC docking stations.
- ♦ Assisted with the development and maintenance of the following applications: prepared RFP for new Criminal Intelligence System, Intrado Emergency Preparedness, Axciton polygraph, new Alarm Permit application software, CAD data conversion, CALEA Database and reporting forms
- ♦ Enhanced and added functions to the SPD web page.
- ♦ Configured, ordered, installed and tested CAD hardware.

- ♦ Assisted LAB with new LIMS procurement, design, and configuration.
- ♦ Implemented new electronic Citations transfers to the Court.



PD Computer Room



MDC Docking Station

Communications Technology Unit

- ♦ Developed firewall security configurations for the new police systems.
- ♦ Implemented County Booking System.
- ♦ Implemented TCP/IP Protocol to DPS.
- ♦ Designed and implemented a redundant fall back firewall.
- ♦ Designed and started implementation of new radio coverage infrastructure for the Fire Department
- ♦ Completed a downtown Radio Improvement Project Design along with a treatment plan for Scottsdale Fashion Square to reduce dead spots.
- ♦ Established a new SPD radio configuration
- ♦ Reduced the Nextel interference in South Scottsdale
- ♦ Added a new Technician to support Fire and Police.



County Booking stations installed in the jail

TSD Outside Coordination Activities & Memberships

- ♦ ACJS Technical Committee
- ♦ Jail Booking Committee
- ♦ Records Improvement Committee
- ♦ Member FBI Western Region Working Group
- ♦ Member FBI Advisory Policy Board
- ♦ Chairman FBI Security & Access Committee
- ♦ Member DOJ Global Security Committee

Contact Information

How to Reach Us:

Scottsdale Police Department
District I: 3700 N. 75th Street
Scottsdale, AZ 85251

District 2: 9065 E. Via Linda
Scottsdale, AZ 85258

District 3: 20363 N. Pima Rd.
Scottsdale, AZ 85255

In Case of Emergency.... 9 – 1 – 1

(480) 312-5000 Main non-emergency Number
(480) 312-5050 Community Relations

Website: www.ScottsdaleAZ.gov

To share commendations or concerns, you may email the Internal Affairs Unit at: spdia@ScottsdaleAZ.gov

Employment Information

Contact City of Scottsdale Human Resources at (480) 312-2491. You may also call the Police Department 24-hour job hotline at (480) 312-5033 for taped information of current positions available or visit our website at www.ScottsdaleAZ.gov.

Volunteer Information

Contact the Police Department Volunteer Coordinator Office at (480) 312-5051.



The Annual Report is published by the City of Scottsdale Police Department Planning, Research & Accreditation Division.

EDITOR

Connie Wyckoff
Police Analyst

COVER PHOTO

The top of Desert Mountain submitted by Chris Rendall, Communication Division



An Internationally Accredited Police Agency since 1994